

<http://www.icann.org/en/resources/compliance>

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General Update

2013 Registrar Accreditation Agreement Update

As new RAA sections went into effect in January, the Contractual Compliance team finalized and published on ICANN.ORG the remaining web forms and their related educational materials ([Learn More / FAQ](#)).

Staff modified the [WHOIS Service](#) web form to address complaints in three areas:

- WHOIS format.
- A registrar not meeting the WHOIS Service Level Agreement requirements.
- Improper suspension/deletion of a domain in response to WHOIS verification.

Addressing complaints about Registrars not meeting standards, staff added a new [Registrar Standards](#) web form to the complaints page. This web form allows individuals or organizations to easily report:

- Missing abuse contact data or failure to investigate reports of abuse
- Failure to provide customer service handling process
- Failure to support DNSSEC, IDN, or IPv6
- Registrar not displaying required Trademark Notice to a potential registrant.

In addition, staff completed training on the new complaint types and the impact to existing complaint types. One major impact to existing complaints is the new requirement that registrars suspend or cancel domains 15 days after certain WHOIS inaccuracy complaints or verification failures.

¹ This update is provided for information purposes only. Please do not rely on the information contained within this update to make conclusions or business decisions.

New Registry Agreement Readiness Update

In January, the team published six new web forms and their related educational materials (Learn More / FAQ) on ICANN.ORG under [Registry Compliance](#). The new forms enable the team to receive, process, and manage reports of non-compliance about pre-2012 and post-2012 gTLDs, as applicable. A pre-2012 gTLD is a generic, top-level domain delegated into the root zone in 2011 or before. A post-2012 gTLD is a generic, top-level domain delegated into the root zone in 2013 and onward.

The [Wildcard prohibition \(Domain Redirect\)](#) web form and the [Zone File Access](#) web form apply to both the pre and post 2012 gTLDs.

The [Abuse Contact Data](#), the [Code of Conduct](#), the [Reserved and Blocked Second Level Domain Names](#) and the [Claims Services](#) web forms apply to post 2012 gTLDs only.

During the month of January, the Contractual Compliance team through the [informal resolution process](#) collaborated with post-2012 gTLD registry operators to address failure to deposit data escrow, failure to submit monthly reports, denying zone file access, failure by the registry operators that have declared cross-ownership with registrars or resellers to provide a certificate of compliance with the code of conduct and the results of related internal reviews, and failure to block name collision-related second-level domain names.

Audit Program Year Two Update

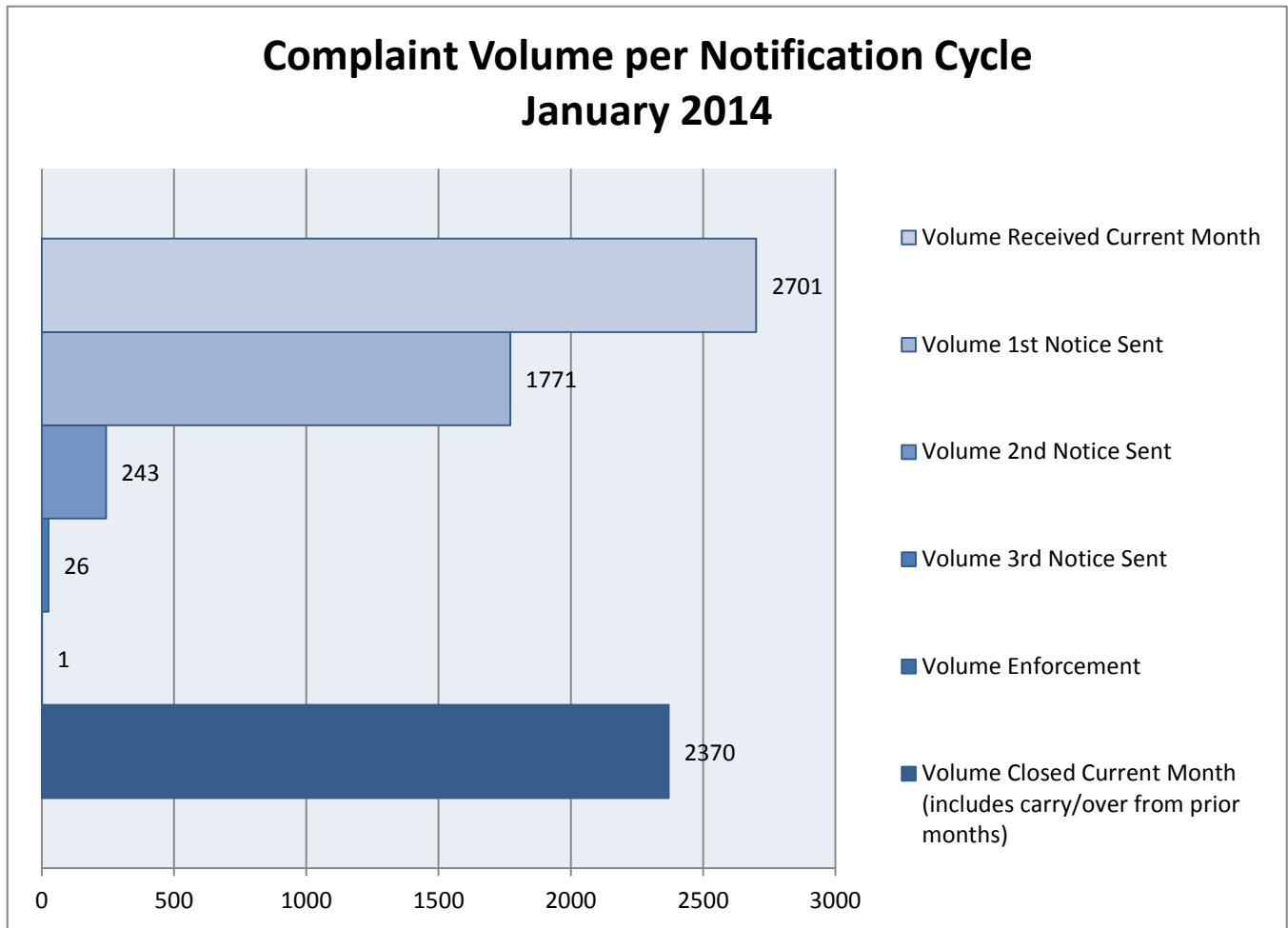
In January, the Contractual Compliance Audit team continued the full review of the submitted audit data. In addition, the team followed up with the three registrars that were issued Notices of Breach for failure to provide the requested audit data during the Request For Information (RFI) phase. Two registrars cured the breach and one breach was escalated to termination. Please refer to the Enforcement Activity summary table below for details.

Please send your questions to ComplianceAudit@icann.org

Audit Program Milestone Dates								
Start								End
Pre-Audit Notification Phase	Request for Info			Audit Phase		Reporting Phase		Remediation Phase
	1 st Notice	2 nd Notice	3 rd Notice	Begin	End	Begin	End	
1 Oct 2013	14 Oct 2013	4 Nov 2013	11 Nov 2013	2 Dec 2013	7 Mar 2014	10 Mar 2014	24 Mar 2014	25 Mar – 5 May 2014

Please refer to <http://www.icann.org/en/resources/compliance/notices> for up-to-date information on enforcement activities.

Complaints Handling and Enforcement Summary



- **Volume Received Current Month** = tickets submitted in current month
- **Volume 1st Notice Sent** = number tickets where 1st Notice was sent in current month
- **Volume 2nd Notice Sent** = number tickets where 2nd Notice was sent in current month
- **Volume 3rd Notice Sent** = number tickets where 3rd Notice was sent in current month
- **Volume Enforcement** = number enforcement notices sent in current month
- **Volume Closed** = number tickets closed in current month

ENFORCEMENT ACTIVITY for JANUARY 2014						
SENT DATE	DUE DATE	REGISTRAR	IANA ID	NOTICE TYPE	STATUS	FAILURE NOTICE BASIS
30-Jan-14		Asadal Inc	632	Termination		Maintain and provide communication records (RAA 3.4.2/3)
ENFORCEMENT UPDATES from PRIOR MONTHS						
22-Nov-13	17-Dec-13	21Company, Inc. dba 21- domain.com	897	Breach	Cure Period Extended to 10 January 2014; Cured	Respond to audits (RAA 3.14)
						Maintain and provide communication records (RAA 3.4.2/3)
22-Nov-13	17-Dec-13	Asadal Inc	632	Breach	Cure Period Extended to 20 January 2014; <i>Escalated to termination</i>	Maintain and provide communication records (RAA 3.4.2/3)
						Cure Period Extended to 20 January 2014; Cured
5-Dec-13	2-Jan-14	Jetpack Domains, Inc	1015	Breach	Cure Period Extended to 13 January 2014; Cured	Respond to audits (RAA 3.14)
						Maintain and provide communication records (RAA 3.4.2/3)
16-Dec-13	13-Jan-14	BRANDON GRAY INTERNET SERVICES INC. (dba "NameJuice.com")	636	Breach	Cured	Maintain and provide communication records (RAA 3.4.2/3)

Please refer to <http://www.icann.org/en/resources/compliance/newsletter> for up-to-date information.